

**NOTICE OF TIDEWELL HOSPICE PRIVACY PRACTICES**

**THIS NOTICE DESCRIBES HOW MEDICAL INFORMATION ABOUT YOU MAY BE USED AND DISCLOSED AND HOW YOU CAN GET ACCESS TO THIS INFORMATION. PLEASE REVIEW IT CAREFULLY.**

**USE AND DISCLOSURE OF HEALTH INFORMATION**

Tidewell Hospice, may use your health information, information that constitutes protected health information as defined in the Privacy Rule of the Administrative Simplification provisions of the Health Insurance Portability and Accountability Act of 1996, for purposes of providing you treatment, obtaining payment for your care and conducting health care operations. Tidewell Hospice has established policies to guard against unnecessary disclosure of your health information. Tidewell Hospice will limit its own uses and disclosures of your health information to the minimum amount necessary to accomplish this purpose.

**THE FOLLOWING IS A SUMMARY OF THE CIRCUMSTANCES UNDER WHICH AND PURPOSES FOR WHICH YOUR HEALTH INFORMATION MAY BE USED AND DISCLOSED WITHOUT YOUR SPECIFIC, WRITTEN AUTHORIZATION:**

**To Provide Treatment.** Tidewell Hospice may use your health information to coordinate care within Tidewell Hospice and with others involved in your care, such as your attending physician, members of the Tidewell Hospice interdisciplinary team and other health care professionals who have agreed to assist Tidewell Hospice in coordinating care. For example, physicians involved in your care will need information about your symptoms in order to prescribe appropriate medications. Tidewell Hospice also may disclose your health care information to pharmacists, suppliers of medical equipment or other health care professionals.

**To Obtain Payment.** Tidewell Hospice may include your health information in invoices to collect payment from third parties for the care you receive from Tidewell Hospice. For example, Tidewell Hospice may be required by your health insurer to provide information regarding your health care status, so that the insurer will reimburse you or Tidewell Hospice. Tidewell Hospice also may need to obtain prior approval from your insurer, and may need to explain to the insurer your need for palliative care and the services that will be provided to you.

**To Conduct Health Care Operations.** Tidewell Hospice may use and disclose health information for its own operations in order to facilitate the function of Tidewell Hospice and as necessary to provide quality care to all of the Tidewell Hospice patients. Health care operations include activities such as:

- Quality assessment and improvement activities
- Patient safety activities
- Activities designed to improve health or reduce health care costs
- Protocol development, case management and care coordination
- Contacting health care providers and patients with information about treatment alternatives and other related functions that do not include treatment

- Professional review and performance evaluation
- Training programs including those in which students, trainees or practitioners in health care learn under supervision.
- Training of non-health care professionals
- Accreditation, certification, licensing or credentialing activities
- Review and auditing, including compliance reviews, medical reviews, legal services and compliance programs
- Business planning and development including cost management and planning related analyses and formulary development
- Business management and general administrative activities of Tidewell Hospice
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For example Tidewell Hospice may use your health information to evaluate its staff performance, combine your health information with other Tidewell Hospice patients in evaluating how to more effectively serve all Tidewell Hospice patients, disclose your health information to Tidewell Hospice staff and contracted personnel for training purposes.

**For Fund-raising Activities.** Tidewell Hospice may use information about you including your name, address, phone number and the dates you received care in order to contact you or your family to raise money for Tidewell Hospice. If you do not want Tidewell Hospice to contact you, notify the Privacy Officer at 941-552-7500 at any time and indicate that you do not wish to be contacted.

**When Legally Required.** Tidewell Hospice will disclose your health information when it is required to do so by any Federal, state or local law.

**When There Are Risks to Public Health.** Tidewell Hospice may disclose your health information for public activities and purposes in order to:

- Prevent or control disease, injury or disability, report disease, injury, vital events such as birth or death and the conduct of public health surveillance, investigations and interventions
- Report adverse events, product defects, to track products or enable product recalls, repairs and replacements and to conduct post-marketing surveillance and compliance with requirements of the Food and Drug Administration
- Notify a person who has been exposed to a communicable disease or who may be at risk of contracting or spreading a disease
- Notify an employer about an individual who is a member of the workforce as legally required

**To Report Abuse, Neglect Or Domestic Violence.** Tidewell Hospice is allowed to notify government authorities if Tidewell Hospice believes a patient is the victim of abuse, neglect or domestic violence. Tidewell Hospice will make this disclosure only when specifically required or authorized by law or when the patient agrees to the disclosure.

**To Conduct Health Oversight Activities.** Tidewell Hospice may disclose your health information to a health oversight agency for activities including audits, civil administrative or criminal investigations, inspections, licensure or disciplinary action. Tidewell Hospice, however, may not disclose your health

information if you are the subject of an investigation, and your health information is not directly related to your receipt of health care or public benefits.

**In Connection With Judicial and Administrative Proceedings.** Tidewell Hospice may disclose your health information in the course of any judicial or administrative proceeding in response to an order of a court or administrative tribunal as expressly authorized by such order.

**For Law Enforcement Purposes.** As permitted or required by State law, Tidewell Hospice may disclose your health information to a law enforcement official for certain law enforcement purposes as follows:

- As required by law for reporting of certain types of wounds or other physical injuries pursuant to the court order, warrant, subpoena or summons or similar process
- For the purpose of identifying or locating a suspect, fugitive, material witness or missing person
- Under certain limited circumstances, when you are or are suspected to be the victim of a crime
- To a law enforcement official if Tidewell Hospice has a suspicion that your death was the result of criminal conduct, including criminal conduct at Tidewell Hospice
- In an emergency in order to report a crime

**To Coroners and Medical Examiners.** Tidewell Hospice may disclose your health information to coroners and medical examiners for purposes of determining your cause of death or for other duties, as authorized by law.

**To Funeral Directors.** Tidewell Hospice may disclose your health information to funeral directors consistent with applicable law and if necessary, to carry out their duties with respect to your funeral arrangements. If necessary to carry out their duties, Tidewell Hospice may disclose your health information prior to, and in reasonable anticipation, of your death.

**For Organ, Eye or Tissue Donation.** Tidewell Hospice may use or disclose your health information to organ procurement organizations or other entities engaged in the procurement, banking or transplantation of organs, eyes or tissue for the purpose of facilitating the donation and transplantation.

**In the Event of a Serious Threat to Health or Safety.** Tidewell Hospice may, consistent with applicable law and ethical standards of conduct, disclose your health information if Tidewell Hospice, in good faith, believes that such disclosure is necessary to prevent or lessen a serious and imminent threat to your health or safety or to the health and safety of the public.

**For Specified Government Functions.** In certain circumstances, the Federal regulations authorize Tidewell Hospice to use or disclose your health information to facilitate specified government functions relating to military and veterans, national security and intelligence activities, protective services for the President and others, medical suitability determinations and inmates and law enforcement custody.

**For Worker's Compensation.** Tidewell Hospice may release your health information for worker's compensation or similar programs.

**Disclosures to our Business Associates.** Tidewell Hospice may share your health information with third party "business associates" that perform various activities (e.g., billing, transcription services) for Tidewell

Hospice. Whenever an arrangement between Tidwell Hospice and a business associate involves the use or disclosure of your health information, the Hospice will have a written contract that contains terms that will protect the privacy of your health information.

**Others Involved in Your Healthcare** Unless you object, we may disclose to a member of your family, a relative, your clergy, a close friend or any other person you identify, your health information that directly relates to that person's involvement in your health care. If you are unable to agree or object to such a disclosure, Tidwell Hospice may disclose such information as necessary if Tidwell Hospice determines that it is in your best interest based on our professional judgment. Tidwell Hospice may use or disclose your health information to notify or assist in notifying a family member, personal representative or any other person that is responsible for your care of your location, general condition or death. Finally, Tidwell Hospice may use or disclose your health information to an authorized public or private entity to assist in disaster relief efforts and to coordinate uses and disclosures to family or other individuals involved in your health care.

### **AUTHORIZATION TO USE OR DISCLOSE HEALTH INFORMATION**

Any other uses and disclosures of your health information not otherwise described in this Notice of Privacy Practices, including the sale of your health information or the use of your health information for marketing purposes, or disclosure of psychotherapy notes, will only be made with your written authorization. If you or your representative authorizes Tidwell Hospice to use or disclose your health information, you may revoke that authorization in writing at any time.

### **YOUR RIGHTS WITH RESPECT TO YOUR HEALTH INFORMATION**

You have the following rights regarding your health information that Tidwell Hospice maintains:

**Right to request restrictions.** You may request restrictions on certain uses and disclosures of your health information. You have the right to request a limit on Tidwell Hospice disclosure of your health information to someone who is involved in your care or the payment of your care. However, for the most part, Tidwell Hospice is not required to agree to your request. If you wish to make a request for restrictions, please contact the Privacy Officer. Tidwell Hospice must agree to your restriction request related to disclosures of your health information to health plans for payment or health care operations if the health information, which is the subject of your request, relates solely to a health care item or service for which you or a third party, other than your health plan, have paid Tidwell Hospice for in full.

- **Right to receive confidential communications.** You have the right to request that Tidwell Hospice staff communicate with you in a certain way. For example, you may ask that Tidwell Hospice only conduct communications pertaining to your health information with you privately with no other family members present. If you wish to receive confidential communications, please contact the Privacy Officer at 941-552-7500. Tidwell Hospice will not request that you provide any reasons for your request, and will attempt to honor your reasonable requests for confidential communications.
- **Right to inspect and copy your health information.** You have the right to inspect and copy your health information, including billing records. If your health information is maintained electronically, you have a right to request your health information in a readable electronic format. A request to inspect and copy records containing your health information may be made to 941-552-7500. If you request a copy of your health information, Tidwell Hospice may charge a reasonable cost-based fee for copying and assembling costs associated with your request.

- **Right to amend health care information.** You or your representative has the right to request that Tidewell Hospice amend your records, if you believe that your health information is incorrect or incomplete. That request may be made as long as the information is maintained by Tidewell Hospice. A request for an amendment of records must be made in writing to the Privacy Officer at 5955 Rand Blvd., Sarasota FL 34238. Tidewell Hospice may deny the request if it is not in writing or does not include a reason for the amendment. The request also may be denied if your health information records were not created by Tidewell Hospice, if the records you are requesting are not part of Tidewell Hospice records, if the health information you wish to amend is not part of the health information you or your representative are permitted to inspect and copy, or if, in the opinion of Tidewell Hospice, the records containing your health information are accurate and complete.
- **Right to an accounting.** You or your representative has the right to request an accounting of disclosures of your health information made by Tidewell Hospice for certain reasons, including reasons related to public purposes authorized by law and certain research. The request for an accounting must be made in writing to the Privacy Officer at 5955 Rand Blvd., Sarasota, FL 34238. The request should specify the time period for the accounting starting on or after April 14, 2003. Accounting requests may not be made for periods of time in excess of six (6) years. Tidewell Hospice would provide the first accounting you request during any 12-month period without charge. Subsequent accounting requests may be subject to a reasonable cost-based fee.
- **Right to a paper copy of this notice.** You or your representative has a right to a separate paper copy of this Notice at any time even if you or your representative has received this Notice previously or have agreed to receive this Notice electronically previously. To obtain a separate paper copy, please contact the Privacy Officer at 941-552-7500. The patient or a patient's representative may also obtain a copy of the current version of Tidewell Hospice Notice of Privacy Practices at its website, [www.tidewell.org](http://www.tidewell.org).

### **DUTIES OF Tidewell Hospice**

Tidewell Hospice is required by law to maintain the privacy of your health information and to provide to you and your representative this Notice of its duties and privacy practices. In addition, the Hospice is required to notify you in the event the security your unsecured health information has been breached. Tidewell Hospice is required to abide by the terms of this Notice as is currently in effect. Tidewell Hospice reserves the right to change the terms of its Notice and to make the new Notice provisions effective for all health information that it maintains. If Tidewell Hospice changes its Notice, Tidewell Hospice will provide a copy of the revised Notice to you or your appointed representative. You or your personal representative has the right to express complaints to Tidewell Hospice and to the Department of Health and Human Services if you or your representative believes that your privacy rights have been violated. Any complaints to Tidewell Hospice should be made in writing to the Privacy Officer at 5955 Rand Blvd., Sarasota FL 34238 and complaints to the Department of Health and Human Services can be made online at <http://www.hhs.gov/ocr/privacy/hipaa/complaints/> or to Roosevelt Freeman, Regional Manager, Office for Civil Rights

U.S. Department of Health and Human Services, Sam Nunn Atlanta Federal Center, Suite 16T70, 61 Forsyth Street, S.W.

Atlanta, GA 30303-8909, Voice Phone (800) 368-1019, FAX (404) 562-7881. Tidewell Hospice encourages you to express any concerns you may have regarding the privacy of your information. You will not be retaliated against in any way for filing a complaint.

**CONTACT PERSON**

Tidewell Hospice has designated the Privacy Officer as its contact person for all issues regarding patient privacy and your rights under the Federal privacy standards. You may contact this person at 5955 Rand Blvd., Sarasota, FL 34238 Telephone 941-5527500.

**EFFECTIVE DATE**

This Notice was originally effective April 14, 2003 and updated on May 23, 2013.

IF YOU HAVE ANY QUESTIONS REGARDING THIS NOTICE,  
PLEASE CONTACT THE PRIVACY OFFICER AT:

5955 RAND BLVD. SARASOTA FL 34238  
TELEPHONE 941-552-7500